



COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 2013 - JUNE 30, 2014
Deadline: July 18, 2014

1. DEPARTMENT INFORMATION:

Department: ANIMAL SERVICES

Division/Unit: ADMINISTRATION

2. VOLUNTEER PROGRAM BENEFITS:

- a. GENERAL VOLUNTEERS (this section should include community volunteer, student intern, groups, corporations, etc.)

No. of Vol. 857 Hours 35,852 X \$ 22.55 = \$ 808,462.6

Types of work performed by GENERAL VOLUNTEERS in this category:

General Volunteers provide many useful services at our three facilities. We have several different groups which focus on specific areas and animals in our care. There are three primary animal groups which are: Dog Pals, Cat Crew and Bunny Buddies. Volunteers in these groups are trained and mentored on how to safely interact and engage with the animals for the individual groups. There are a few as needed groups which only pertain to certain animals when they are in our care such as livestock and reptiles.

Volunteers working directly with the animals help the staff by making notes about any medical concerns or behaviors observed in the animals. They also may help by washing dishes, doing laundry and in some cases even helping to feed and clean the animals alongside the staff. There are volunteers who also help to highlight animals by taking photos of them and creating signs to place around the facilities and on the animal kennels.

Another main group we have is the Office Assistant group. These volunteers help us by making our Adoption Packets and Microchip Packets which we send home with adopters and owners. They also may assist by making copies, filing or assisting with data entry. Occasionally this group will also help to make the information packets we give to kids during our dog safety classes.

Yet one more group that performs a huge function here and that is our Booth Crew. Participants in this group will attend various events such as street fairs or adoption events. There they help to answer questions from the public while at a table or booth set up by the department. At some events they may also be handling any animals that we may take for adoption purposes. These events help to highlight and promote the department, our animals and also our volunteer program.

One of our most important groups during the spring and summer is our Tweenie Foster Group. These volunteers take kittens that normally would not be able to stay in our shelter and care for them in their homes. They are responsible for their day to day care and feeding but also for the socialization of the kittens.

This year we are also proud to add a new partner to this category of volunteers. We joined with King Chavez High School and their student intern program. The program is designed to give students real life experience in the workforce. This year we had two students participate. They worked alongside the kennel staff assisting with cleaning kennels in the afternoon, feeding the animals, labeling animals for surgery with the appropriate kennel signs, doing laundry and washing dishes. One even helped to prepare our cat rooms by aiding in the entire cleaning of the rooms including moving all the caging then setting them up for the new arrivals. The two students spent 400 hours working with us during their time here.

b. INSTITUTIONAL VOLUNTEERS (this section should include honor camp inmates, PIC/RETC, GAIN, etc.)

No. of Vol. 50 Hours 1,041.1 X \$ 22.55 = 23,476.81

Types of work performed by INSTITUTIONAL VOLUNTEERS in this category:

This category includes two outreach groups that are for the physically and mentally challenged young adults. They are the Stein Education Group and TRACE. These groups come to the facility under the supervision of a counselor and tasks such as laundry, putting together litter pans and washing windows. Other times they may help to put together adoption packets or cat carriers.

We also have Community Service Workers that come to us to fulfill court ordered community service hours. These volunteers do not interact with the animals in our care but will spend their time scrubbing and cleaning various areas of our facilities. Many have assisted in organizing our storage areas and in some cases unloading pallets of supplies. Other times they will be assigned to cleaning and scrubbing areas where we interact with animals such as rooms and yards. Upon completion of their mandated time they receive a letter of completion to present to the court.

c. SPECIALIZED VOLUNTEERS (this section should include utilization of Special Volunteers in positions requiring specific skills and/or expertise levels, for example, an attorney, physician, sports figure or celebrity). These specialized positions have verifiable compensation levels (VCL). If you have such a volunteer, please indicate the position, hours and compensation level below.)

<u>Position</u>	<u>Hours</u>	X	<u>VCL</u>	=	<u>Dollar Benefit</u>
_____	_____		_____		_____
_____	_____		_____		_____
_____	_____		_____		_____
_____	_____		_____		_____

No. of Vol. Total Hours Total Value = \$

Types of work performed by SPECIALIZED VOLUNTEERS in this category:

3. TOTALS OF DEPARTMENT VOLUNTEERS (from above):

	<u>No. of Volunteers</u>	<u>Hours</u>	<u>Dollar Benefit</u>
2a.	<u>857</u>	<u>35,586</u>	<u>808,462.6</u>
2b.	<u>50</u>	<u>1,041.1</u>	<u>23,476.81</u>
2c.	_____	_____	_____
Total Vol.:	<u>907</u>	Total Hours: <u>36,627.1</u>	Total Value = \$ <u>831,939.41</u>

Total Vol. 907 Total Hours 36627.1 Total Value = \$ 831939.41

4. DONATIONS TO VOLUNTEER PROGRAM:

Please list all donations to the department's Volunteer Program including monetary donations and tangible/intangible items. Items such as computers, air time, transportation, books, etc. Please assign a fair market value to each and add to the total value of the donations section.

Item Donated: <u>Kongs</u>	Value: <u>500.00</u>
Item Donated: <u>Halters</u>	Value: <u>500.00</u>
Item Donated: _____	Value: _____
Item Donated: _____	Value: _____
Item Donated: _____	Value: _____

TOTAL VALUE = \$1000.00

5. VOLUNTEER PROGRAM COSTS:

6. Cost of direct supervision of volunteers (total hours of direct supervision times hourly rate of staff person(s) directly supervising program volunteers.

Hours 547.5 X Rate 27.13 = \$14853.68

- b. Cost of program coordination (total hours of program coordination times hourly rate of coordinator(s)). This section should include coordination of staff, compiling statistics, job description preparation, volunteer placements and recognition, etc.

Hours 2080 X Rate 20.76 = \$43180.8

7. Other program costs (volunteer training materials/supplies, recognition costs, etc.):

<u>Item</u>	<u>Cost</u>
<u>Leashes</u>	<u>2482.22</u>
<u>Office Supplies</u>	<u>962.53</u>
<u>Treats</u>	<u>3000.00</u>

TOTAL OF OTHER PROGRAM COSTS= \$6444.75

- d. TOTAL OF VOLUNTEER PROGRAM COST = \$64479.23
(add 4a, 4b, and 4c)

8. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

- a. Total Dollar Benefits of Volunteers, Item 2d (Page 2) \$ 831939.41
- b. Total of Donations to Volunteer Program, Item 3 (Page 2) \$ 1000.00
- c. Subtract Total of Volunteer Program Costs, Item 4d (Page 3) \$ 64479.23

TOTAL PROGRAM BENEFIT

\$ 768460.19

6. RECRUITING:

Please describe your recruiting programs:

Many recruiting opportunities are at events that the department will attend. One way is through informational handouts on the volunteer program and the department as a whole. The second way occurs when the volunteers assisting at an event talk with the public about the many volunteer opportunities.

Another way we recruit is through our website and we will reach out to county employees through email. We also have people reach us by contacting our adoption partners who will then direct them to our website.

Lastly we tend to get a lot of volunteers through folks visiting our facilities. They become interested in helping us in our mission to help the animals and will talk to either staff or current volunteers about how to join our team.

7. SPECIAL VOLUNTEER PROGRAM ACTIVITIES/ACHIEVEMENTS:

Please describe any special activities and/or achievements your program was involved in during the period of this report:

During the year our volunteers were able to attend various events. We participated in the county water park opening. There we had a booth and were able to take adoptable pets with us. We also attended the San Diego County Fair where we again were able to take adoptable pets. We also participated in various street fairs and festivals throughout the year.

We selected a volunteer of the year who represented all three of our facilities who received a certificate and was able to participate in the ceremony at the county administration building. In addition we also selected a volunteer of the month who was honored with a special certificate.

To show appreciation for our volunteer we had an appreciation week held at all three facilities. It was titled "Our Volunteers Rock" and it was a 1950's rock and roll theme. We had decorations and candies that were popular in the 50's.

This year we also teamed up with the crew aboard the USS Essex and held a special orientation for those interested in joining our volunteer team.

8. VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 2014-15:

Another goal is to work on developing our volunteer Facebook page. This will be a great tool for information and to help promote a more unified team spirit amongst the volunteers and staff. It will also be a way to highlight the volunteers who have helped in the rehabilitation or socialization of an animal that has gotten adopted.

We are also working on promoting and recruiting for our Reserve Officer Program. This is a new program where volunteers will be able to participate in different levels to assist the patrol staff in their daily activities.

Lastly we will work on developing clear definitions of the volunteer groups and their roles here in our department.

9. GENERAL INFORMATION:

Name of Person Completing Report: Vanessa Brush

Phone Number: 619-767-2611 Mail Stop: H-39 E-mail: Vanessa.Brush@sdcounty.ca.gov

Volunteer Coordinator: Vanessa Brush

Phone Number: 619-767-2611 Mail Stop: H-39 E-mail: Vanessa.Brush@sdcounty.ca.gov

10. DEPARTMENT CERTIFICATION:



DEPARTMENT HEAD SIGNATURE

7-17-14

DATE